



STATE OF TENNESSEE  
DEPARTMENT OF HEALTH

**REQUEST FOR PROPOSALS # 34349-60522  
AMENDMENT # 6  
FOR Covid-19 Call Center**

**DATE:** December 7, 2021

**RFP # 34349-60522 IS AMENDED AS FOLLOWS:**

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		10/20/2021
2. Disability Accommodation Request Deadline	2:00 p.m.	10/25/2021
3. Pre-response Conference	10:30 a.m.	10/26/2021
4. Notice of Intent to Respond Deadline	2:00 p.m.	10/27/2021
5. Written "Questions & Comments" Deadline	2:00 p.m.	11/1/2021
6. State Response to Written "Questions & Comments"		12/7/2021
7. Response Deadline	2:00 p.m.	12/20/2021
8. State Completion of Technical Response Evaluations		1/10/2022
9. State Opening & Scoring of Cost Proposals	9:00 a.m.	1/11/2022 (negotiation 11th – 18th)
10. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	1/19/2022
11. End of Open File Period		1/26/2022
12. State sends contract to Contractor for signature		1/27/2022
13. Contractor Signature Deadline	2:00 p.m.	1/28/2022

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

Question #	Question/Comment	State Response
1	Can you please clarify the start date for this procurement? The date listed in the RFP document says February 2021, which has already passed.	The tentative contract start date is February 1, 2022. The 2021 date was a clerical error.
2	Why has this bid been released at this time?	The current contract, procured under emergency purchasing authority, has been extended by the department beyond the originally scheduled end date through the exercising of options.
3	Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	No. According to Section 3.1.2.1 of the RFP, "A respondent must only record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide and must not record any other rates, amounts, or information. Section 3.3.1 of the RFP states, "A response must not include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it." Additionally, section 3.3.3 of the RFP states, "A response must not propose alternative goods or services (i.e., offer services different from those requested and required by this RFP) unless expressly requested in this RFP. The State may consider a response of alternative goods or services to be non-responsive and reject it." A Cost Proposal and Scoring Guide is found in the RFP as Attachment 6.3.
4	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	The current vendor has met their contractual obligations of the COVID contact tracing program and the lab results and scheduling assistance.
5	Has the current contract gone full term?	The current contract was procured under emergency purchasing authority and cannot be extended further under this emergency authority.
6	Have all options to extend the current contract been exercised?	The department has exhausted all anticipated options for extension.
7	Who is the incumbent, and how long has the incumbent been providing the requested services?	The current provider, Xtend Healthcare, has been performing these services since 6/24/2020, under an emergency purchasing authority.

<b>8</b>	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	See release 2, section A. 12 of the Pro Forma Contract: "The Contractor operations shall be located in the United States. The Contractor shall employ U.S. Citizens or persons authorized to work in the U.S."
<b>9</b>	How are fees currently being billed by any incumbent(s), by category, and at what rates?	Respondents can request this information via a Public Records Request at the following link: <a href="https://www.tn.gov/generalservices/about-dgs/public-records-requests.html">https://www.tn.gov/generalservices/about-dgs/public-records-requests.html</a> .
<b>10</b>	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	During the first quarter of State fiscal year 22, the incumbent was paid \$3,616,889.43 for services.
<b>11</b>	Is previous experience with any specific customer information systems, phone systems, or software required?	Experience with scheduling software and communication systems is required.
<b>12</b>	What is the minimum required total call capacity?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
<b>13</b>	What is the minimum simultaneous inbound call capacity?	The call center must be able to handle the call volume to maintain a wait time less than 10 minutes.
<b>14</b>	What is the maximum wait time?	Max hold time is 10 minutes.
<b>15</b>	What is the maximum hold time?	Ideal hold time is less than 10 minutes.
<b>16</b>	What percentage of inbound calls must be answered by a live operator?	All calls must ultimately be answered by a live operator.
<b>17</b>	What percentage of calls must be resolved without a transfer, second call, or a return call?	The majority of calls should be resolved without transfer. Ideally 80%.

<b>18</b>	What is the maximum percentage of calls that can be terminated by the caller without resolution?	The majority of calls should be resolved. Ideally less than 5% would go unresolved.
<b>19</b>	Is there a minimum or maximum number of operators and supervisors?	There is not a minimum or maximum, but staffing must support the call volume needs. There must be sufficient supervision available for staff to ensure great customer service. During the peak operations during Dec 2020 and Jan 2021, nearly 1000 agents were employed, though many were part time.
<b>20</b>	What are the call center's hours of operation?	For case investigation/contact notification, the call center is staffed 9:00 a.m. - 6:30 p.m. central time, 7 days a week. For test result and vaccine scheduling, the call center is staffed 9:00a.m. - 6:30p.m. central time, 7 days a week, including holidays.
<b>21</b>	What are the required language options?	We don't have exact metrics on the number/% of calls requiring use of the TDH language line. However, 97.6% of case investigations completed under the current contract reported English as their primary language. 1.4% of cases reported Spanish as their primary language. When cases are texted, 5% indicate Spanish is their preferred language. The TDH-contracted language line will be available for the vendor and can provide translation services for the agents and bill TDH for the use of the line.
<b>22</b>	What is the required degree of dedication for the call center?	Call center staff may be cross-trained on TN-specific projects. Any work on TN projects must be tracked and billed appropriately to TN.
<b>23</b>	What is the required degree of dedication for the operators?	Operators may be cross-trained on TN-specific projects. Any work on TN projects must be tracked and billed appropriately to TN.
<b>24</b>	Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?	Callers can connect with a message verification system/pre-recorded message before connecting to a live operator.

25	What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	The Contractor is responsible for retaining records "for all charges under the contract. The books, records, and documents of the contractor for work performed under the contract have to be retained for 5 years per Section D.11. of the Pro Forma Contract.
26	What are the recording and storage requirements for non-phone communications?	See response to question 25.
27	What information is to be included in call logs?	Caller phone number, start time, end time and duration of call must be tracked. All information captured during the call (interview answers, etc.) will be tracked in the state-provided system.
28	What was your average monthly call volume over the past year?	<p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p>
29	What is the current number of seats for operators and supervisors at your existing call center?	The existing call center structure allows agents to work from home. During the peak operations during Dec 2020 and Jan 2021, nearly 1000 agents were employed, though many were part time.
30	What is the current average wait time for phone calls?	Current average wait time is less than one minute. Wait time has varied throughout the contract period, depending on call volume and staffing. Ideal wait time is less than 10 minutes

31	What is the current average handle time for phone calls and other types of communications?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
32	What is the current average after-call work time for operators?	There is limited after-call work for operators, provided that all information needed is logged during the call.
33	Over the past year, what is the percentage of calls received in English versus non-English?	We don't have exact metrics on the number/% of calls requiring use of the TDH language line. However, 97.6% of case investigations completed under the current contract reported English as their primary language. 1.4% of cases reported Spanish as their primary language. When cases are texted, 5% indicate Spanish is their preferred language. The TDH-contracted language line will be available for the vendor, and can provide translation services and bill TDH for the use of the line.
34	Over the past year, what percentage of calls received were in Spanish?	We don't have exact metrics on the number/% of calls requiring use of the TDH language line. However, 97.6% of case investigations completed under the current contract reported English as their primary language. 1.4% of cases reported Spanish as their primary language. The TDH-contracted language line will be available for the vendor, and can provide translation services and bill TDH for the use of the line.
35	What time of day, days of the week, or times of the year do calls typically peak?	Calls peak during COVID case transmission surges and vaccine eligibility changes.

		Currently, calls peak on weekday afternoons between 2-5pm.
36	Do you have a requirement that the contact center reside in Tennessee?	See release 2, section A. 12 of the Pro Forma Contract: "The Contractor operations shall be located in the United States. The Contractor shall employ U.S. Citizens or persons authorized to work in the U.S."
37	Do you require that the contact center be HIPAA Certified as opposed to HIPAA Compliant?	Section D.20 of the Pro Forma Contract states the following: "The State and Contractor shall comply with obligations under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Health Information Technology for Economic and Clinical Health ("HITECH") Act and any other relevant laws and regulations regarding privacy (collectively the "Privacy Rules")."
38	The insurance asked for seems high as most insurance companies will not issue insurance policies at 10 million anymore. Can you clarify why it is at the value listed? And if the vendor will be storing Data?	<p>The minimum amount of coverage for cyber liability has been established at \$10 million. This amount of coverage was determined through discussions among the State Insurance Broker, State Comptroller of the Treasury, and the State Insurance Carrier. Following the Colonial Pipe Line cyberattack, most insurance carriers stepped up their efforts to conduct insurance reviews to enhance their client's cyber liability insurance coverage.</p> <p>Please see RFP Pro Forma Section A.9 and the sections mentioned within on storing data.</p>
39	Can these be remote roles?	Yes. However, the Respondent must meet the requirement detailed in release 2, section A. 12 of the Pro Forma Contract: "The Contractor operations shall be located in the United States. The Contractor shall employ U.S. Citizens or persons authorized to work in the U.S." As well as E.4.a.1 of the release 2 Pro Forma Contract.
40	Do all vendor staff delivering this service need to be Tennessee State Residents?	See release 2, section A. 12 of the Pro Forma Contract: "The Contractor operations shall be located in the United States. The Contractor shall employ U.S. Citizens or persons authorized to work in the U.S."

41	Does the state provide any technology (phone SMS/texting) or will the vendor provide all technology?	<p>Section A.3.t of the Pro Forma contract states the following: "The Contractor shall have the technology, including webinar, telephone conference, etc. and capacity to quickly and effectively provide timely information to Resources and the State on a daily basis in a manner agreed upon by the Contractor and State."</p> <p>The Contractor is responsible for providing their own technology.</p>
42	Cost proposal mentions mailings. What are the mailings? What are they for?	<p>Section A.3.l of the Pro Forma Contract states the following: "Provide letters of authenticity and for isolation and quarantine release by secure e-mail, postal mail or other electronic means. Generate letter content as instructed by the State." Letters of test results are also sent to customers.</p>
43	For response format... We assume we will replicate the technical evaluation sheet -- reference and put page number on it. Which then will be followed up with actual proposal / responses....	Yes. The Respondent's Technical Response must be answered/delivered in accordance with the Response Requirements found in RFP Section 3.
44	Will you accept Canadian Government References for similar Covid-19 Call Centers?	Yes. However, see answers to questions 36, 39, and 40.
45	What is the value of maximum liability in C1 of contract?	The maximum liability will be determined by the selected vendor's response. The estimated maximum liability is \$20 million.
46	Is the contract negotiable?	<p>Section 3.3.1 of the RFP States the following: "A response must not include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it."</p> <p>If a Respondent proposes alternate terms and conditions, the State may determine the response to be non-responsive.</p>
47	Do SCA wages apply for this contract?	No.
48	Please provide a Job Description for each type of Agent resource that lists the required skills and experience	The State can provide basic descriptions to the intended awarded Respondent.



49	Please confirm if Agent resources or Trainers assigned to this contract require prior work experience in Public Health, Health Communications, Epidemiology, Disease Surveillance, or any other related field	According to RFP Attachment 6.2 Section A question 4, the Respondent needs to "provide a statement that the Respondent has at least six (6) months experience working with a public health agency (federal, state, or local).
50	What languages are required for live Agents versus through a third-party translation service provider?	Please see response to question 21.
51	Do the translation services need to be supplied in Tennessee or can we utilize any partner?	The TDH-contracted language line will be available for the vendor and can provide translation services for the agents and bill TDH for the use of the line.
52	What is the Average Handle Time of an Inbound voice call?	<p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p>

53	What is the Average Handle Time of an Outbound voice call?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
54	Describe the normal After Call Work	See response to question 32.
55	What is the estimated number of FTEs required to handle for steady state volume and peak volume?	<p>Vendor to determine staffing based on call volume:  Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
56	Is it acceptable to utilize multi-queue agents or do they need to be dedicated to a specific task?	Agents may be cross-trained.

57	What are the KPIs or SLAs for each contact function? Examples include: Agent Abandon Rate, Average Speed of Answer, etc.	Agents are assessed on a variety of factors. For case investigation and contact notification, agents are assessed on their call completion, collection of quality data and ability to provide appropriate recommendations and resources. For vaccine scheduling: ability to complete appropriate appointments, provide correct information. For test results: Provide accurate and timely information. All calls must be completed with excellent customer service.
58	Is there a requirement that Agents reside and operate from TN for this contract?	No, but see response to questions 36, 39, 40, & 44.
59	Can Agents Work From Home (WFH) in the US and if so, are there any restrictions or requirements specific to WFH	Yes, but see response to questions 36, 39, 40, & 44.
60	Can Agents operate from nearshore or offshore locations as long as the data servers remain in the US	No. See response to questions 36, 39, 40, & 44.
61	Do the non-customer facing support functions: Workforce Management, QA, and IT Support have the same location restrictions as Agents?	Yes. See response to questions 36, 39, 40, & 44.
62	Does this contract support all TN residents or only in rural counties?	Testing and vaccine scheduling supports the 89 rural counties. Case investigation and contact notification can support all Tennesseans.
63	Is RedCap the CRM solution hosted by the State?	REDCap is used for recording call information. The current vendor utilizes a secondary tool to capture call log information and recordings.
64	How will Agents access RedCap?	Via a secure web-based login.
65	What information security and compliance requirements are required for this contract: NIST 800-53, FedRAMP, StateRAMP, etc.	Please see section E.4. of the Pro Forma Contract. Section E.4.(3) states the following: The Contractor and the Contractor's processing environment containing Confidential State Data shall either (1) be in accordance with at least one of the following security standards: (i) International Standards Organization ("ISO") 27001; (ii) Federal Risk and Authorization Management Program ("FedRAMP"); or (2) be subject to an annual engagement by a CPA firm in accordance with the standards of the American Institute of Certified Public Accountants ("AICPA") for a System and Organization

		Controls for service organizations (“SOC”) Type II audit.
66	Please provide a definition the State uses, for Skip Tracing.	Skiptracing has been removed from the Pro Forma contract.
67	Please provide the process and tools utilized to accomplish Skip Tracing services for this contract	Skiptracing has been removed from the Pro Forma contract.
68	Please provide the percentage of Contact Tracing vs Vaccine Support expected for this contract	<p>Vendor to percentage based on call volume:</p> <p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p>
69	Please confirm that the vendor must supply the following services as part of this contract: telephone ACD, IVR, Call Recording, Text and SMS, Chat, E-mail, traditional Mail.	Correct.
70	What is the call recording/data retention policy?	See response to Question 25.

71	Please confirm whether the selected vendor must build a new web-portal or re-use an existing web-portal with additional functionality?	The current web portal used for accessing case isolation letters is maintained by the current vendor. If a new vendor is selected, the State will reassess the need for the letter portal. If needed, the vendor will be responsible for building a new web-portal.
72	If it is a new web-portal, does it need to be in a State hosted environment, or can it be in a cloud?	It can be in a cloud but must meet the requirements in pro form section A.3.
73	What logging/monitoring tools are currently in place by the State?	REDCap issued for recording call information. The current vendor utilizes a secondary tool to capture call log information and recordings.
74	How many stakeholders will access this web-portal?	The web-portal must be able to accept 1,000 simultaneous users.
75	Are all the stakeholders who will access the web-portal, agency employees or will it include citizen access?	Citizen access.
76	What platforms if any are in use today to capture and report survey information	The state uses a web application called REDCap.
77	Please describe any interfaces that need to be defined to support surveys.	For case investigations conducted by phone call, the agents will access a secure online database (REDCap) by a web-browser.
78	What Background Check and/or Drug Testing requirements are required for this contract?	There are no background check or drug testing requirements for this contract.
79	Will training material be made available and can this be uploaded to a vendor supplied LMS?	Yes.
80	How long is the new hire Agent training?	Currently, agents are trained for 1 week before taking calls. Ongoing education and support will be provided.
81	Will TTT (train the Trainer) support be provided after the program is kicked off?	Yes.
82	What certifications are required for the Trainers?	No specific certifications required for Trainers.

83	Please provide Call Arrival data for the last 12 months by day.	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
84	Please provide 12 months of historical call volumes by 15 or 30 minute interval.	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>

85	What is the percentage of outbound / inbound / text / e-mail / Social Media transactions if known?	<p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p>
86	Is there an existing customer base portal in production now and a new portal is required, how will historical data be accessed?	This will be determined in consultation with the state. If the systems cannot be integrated, historical data may no longer be accessible.
87	What is the expected volume of Letter production?	Based on the Cost Proposal, RFP Attachment 6.3, the total expected volume for letters is 500/day.
88	Are there standard template letters?	Yes.
89	Please provide specific reporting requirements	Specific reporting metrics will be determined in consultation with the selected vendor.
90	Can we expect PHI and PII data on the web-portal?	Yes. The Pro Forma contract Attachment 2, Business Associate Agreement, states that the awarded Contractor may come into contact with PHI. Section E.9. of the Pro Forma contract states that the awarded Contractor may have access to PII held by the State.

91	How many case investigators and contact tracers does the State anticipate starting with? If that estimate is not available, how many active cases and contacts are currently required on a weekly basis?	<p>Staffing is determined by the vendor and must be able to support call volume:</p> <p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p>
92	Can the vendor propose only a portion of the services (i.e., Covid Contact Center services) and omit some requirements, such as Online Portal, or must submitted proposals include all services in order to be considered?	No. RFP Attachment 6.1, Statement of Certifications and Assurances states the following: "The Respondent will provide all services as defined in the Scope of the RFP Attachment 6.6, Pro Forma Contract for the total Contract Term.
93	Does the State provide any technology, such as phone or SMS/texting system, or are they seeking the vendor to provide all technology and infrastructure?	Please see response to question 41.
94	Do all vendor staff delivering this service for the State need to be Tennessee residents, or can they be employed out of State?	Please see response to questions 36, 39, 40, & 44.
95	Can this work be delivered remotely in a work-from-home setting, or does the State require it to be delivered from a State facility or vendor facility?	Yes, work can be delivered remotely in a work-from-home setting. However, please see response to questions 36, 39, 40, & 44.
96	<p>The estimated liability for this contract shall be Twenty Million Dollars (\$20,000,000.00).</p> <p>Does this statement represent the State's budget for the entire contract? Please clarify the statement.</p> <p>What is the State's budget for the full contract?</p>	As stated in Section 1.1 of the RFP, the State's budget for this contract is \$20,000,000.



97	Based on the contractor signature deadline, is it safe to assume the start of the contract is Jan 1, 2022? Or will it be in December 2021?	Based on Section B of the Pro Forma contract, the estimated begin date for the contract is February 1, 2022.
98	Please provide a statement that the Respondent has at least six (6) months experience working with a public health agency (federal, state, or local). We have years of experience working with Federal Governments health care agencies outside of the United States. Further, we do have experience working with HIPPA and PII. Do we still qualify to participate?	Yes. The State will, however, follow the standard process to check references including but not limited to reviewing the RFP proposal against the reference and contacting the reference to discuss their experience with the Respondent.
99	Is it required for the awarded Contractor to have a facility in the State of Tennessee?	No.
100	Can the prime vendor use client references from their subcontractors in the proposal submission?	References must come from persons that have received the goods/services from the contractor.
101	Due to the complexity of the solution, is it possible to extend the proposal due date to December 10th, 2021, at 5 PM CST?	The response deadline has been revised to 12/20/21.
102	We understand that this RFP main requirement is for call center staffing but we do see a requirement mentioned for the implementing a web portal solution for the state under section A.3.m of the document- 34349-60522 Pro-Forma Covid -19 call center.pdf. Can vendors submit proposals for only the web portal solution implementation?	Please see the response to question 92.
103	If vendors suggest changes to the standard contract terms will they be disqualified?	Section 3.3.1 of the RFP States the following: "A response must not include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it."
104	Is there a requirement for the implementation of a new application for COVID 19 Vaccine Management?	No.
105	Is the RFP requirement only for manpower on a Call Center to collect data regarding contact tracing and COVID 19 vaccinations?	The full scope of work can be found in Section A of the Pro Forma Contract.

106	Are there any restrictions on using Call Center resources based in Global Delivery Centers outside of the United States?	Please see response to questions 36, 39, 40, & 44.
107	Can you please provide a complete list of current incumbents who provide the current Call Center services?	See response to question 7.
108	What is the initial term of the contract? Are there renewal options? If so, what are they?	Section B of the Pro Forma Contract states that the contract shall be effective on February 1, 2021 and will extend for a period of twelve month after the effective date. Section B also states there are two twelve month renewal options under the same terms and conditions.
109	Is there a page limit for the technical proposal?	There are no page limits for the technical proposal.
110	Technology – what is the vendor required to provide (e.g. telco, CRM)	The vendor is required to provide all technology.
111	Cost Proposal Is the “Proposed Cost”, which is in the second column of the Cost Proposal, section 6.3, for the “Customer Service/IT Customer Service Agents” to be the hourly rate of this position? If so, is this hourly rate to be an all-inclusive hourly rate? If not, please clarify what the “Proposed Cost” is to be.	The hourly rate for this line needs to be an all inclusive hourly rate for Customer Service/IT Customer Service Agents.
112	Payment Terms  a. What are the payment terms? Is the vendor to be paid monthly? What is the basis for how the vendor payment will be calculated?  b. Page 1, section 1.2 indicates payment terms are in Section C. Page 12, section 4.9.3.2 indicates payment terms are in Section C 6.6. There are no payment terms outlined in Section C 6.6. Further, page 27, section 6.3 the Cost Proposal & Scoring Guide, states, “The Evaluation Factor associated with each cost item is for evaluation purposes only. The evaluation factors do “NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity.”	Payment Terms and Conditions can be found in Section C of the Pro Forma Contract. The Pro Forma contract is the RFP Attachment 6.6. Section C.5. of the Payment Terms and Conditions on Invoice Requirements states that the "Contractor shall invoice the State only for goods delivered and accepted by the State or services satisfactorily provided at the amounts stipulated in Section C.3. Contractor shall submit invoices and necessary supporting documentation, no more frequently than once a month, and no later than thirty (30) days after goods or services have been provided. "  Correct - Section C.1 of the contract states the following: The State does not guarantee that it will buy any minimum quantity of good or services under this contract." The values found in the evaluation factors are derived based on historical usage.

113	Is it multiple/single award?	The RFP is a single award.
114	Can you please let us know the previous spending of this contract?	During the first quarter of State fiscal year 22, the incumbent was paid \$3,616,889.43 for services.
115	Do we have to register with State Treasurer before we submit RFP?	Respondents do not need to register in order to submit a response to the RFP. However, in accordance with RFP Section 4.7 and Pro Forma Section D.22 the Respondent will need to be registered in Edison and be registered with the Tennessee Department of Revenue for Sales and Use tax.
116	What are the contractor minimum qualifications?	The contractor must meet the mandatory requirements in the RFP, be able to perform all responsibilities under the scope of the pro forma contract, and adhere to all terms and conditions.
117	Are there any minority/women business led entity goals? What are they? If the contractor has zero participation, will the contractor be considered non-responsive?	There are no required diversity goals. Respondents will not be considered nonresponsive if they report no diversity participation. However, since diversity goals are evaluated in Section B, the evaluation team could lower the Respondents score in Section B due to no diversity goal.
118	How many FTEs are you anticipating?	<p>Staffing must support call volume:</p> <p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
119	How long do you anticipate the contract being for?	The proposed contract term can be found in Section B of the Pro Forma Contract.

120	Is there a desire to move on from the incumbent?	The current contract was procured under emergency purchasing authority and has met or attempted to meet the basic needs of the COVID contact tracing, vaccine and testing programs. The State must release an RFP because emergency procurement authority is no longer an option.
121	What is the anticipated transition timeline between the incumbent and the apparent selected bidder?	At a minimum there would be three weeks for a transition. o Week 1. Ensuring data access for a new vendor, vendor recruits/hires agents o Week 2. Train the trainer (conducted by TDH staff) o Week 3. Train the agents (conducted by the vendor) o TDH does not expect the current vendor to participate in transition services. o TDH will pay the hourly rate of the positions active for the 3 week transition/training period.
122	Is there a transition plan in place?	A transition plan is not currently in place.
123	Will a transition plan have to be pre-approved before moving forward with apparent selected bidder?	No.
124	What is the Average Handling time per call over the past year?	Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes  Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes  Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes

125	Average number of calls per month over the past year?	<p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p>
127	What percentage of calls are for other languages?	We don't have exact metrics on the number/% of calls requiring use of the TDH language line. However, 97.6% of case investigations completed under the current contract reported English as their primary language. 1.4% of cases reported Spanish as their primary language. However, since those metrics are based on completed investigations only, it is likely that we are underserving non-English speakers. When cases are texted, 5% indicate Spanish is their preferred language. The TDH-contracted language line will be available for the vendor and can provide translation services for the agents and bill TDH for the use of the line.
128	What languages do you require support in?	The TDH-contracted language line will be available for the vendor, and can provide translation services for the agents and bill TDH for the use of the line.
129	Is the guide at the end of the contract the only questionnaire used for the phone calls?	Questionnaires will be provided by TDH. Scripts are available for each call type.
130	Do you have a training program in place now?	Yes.
131	Do you have a train the trainer model in place?	Yes.

132	How long is training now?	One week for new agents. Ongoing education and support available from TDH staff as well.
133	How long do you anticipate for train the trainer program?	One week for new Trainers.
134	How long do you anticipate for training before going live?	See the response to question 121.
137	Will state use main company number and main company email to communicate with contractors during the exploration period after the RFP response is submitted?	The State will use the contact information as provided in Section B for communication following the Response.
138	Would it be okay to use a number and email address other than the main company number and main company email account to communicate with the State of Tennessee?	The State will use the contact information as provided in Section B for communication following the Response.
139	Is there a specific web browser to use for the Tennessee Vendor portal? Is there a tech support help desk for the Tennessee portal?	The State of Tennessee vendor portal can be found at Edison.TN.Gov. The Edison Service Desk phone number can be found on that website.
140	What are we being asked to mail? What is the purpose of the mailer? Who creates the mailer? Where are the mailing supplies physically to be stored? Is there a PDF sample of the mailer you can provide?	Letters documenting authenticity of the case investigation/contact notification process, letters providing public health recommendations to cases and contacts, letters documenting test results. The Agents/vendor will create the letter (using provided templates).
141	How many mailings per month do you currently send out?	500 letters/day max.
142	How long does it take to prepare a mailing?	< 2 minutes.
143	Who covers the postage costs related to the mailings or do we invoice you for those costs on a monthly basis?	The vendor will invoice the state for these mailing costs.
144	What is an Edison Registration#? Do we need to be registered prior to submitting a response?	Edison registration number is a unique number that is assigned to the contractor. Edison is the State of Tennessee's procurement and payment system for suppliers. An Edison account is needed to create a contract with the successful Contractor. Respondents do not need to register in order to submit a response to the RFP. However, in accordance with RFP Section 4.7 and Pro Forma Section D.22 the Respondent will need to be registered in Edison and be registered with the Tennessee Department of Revenue for Sales and Use tax.

145	Are we to Place our name on the top line of the reference questionnaire?	The Respondent name should be on the top of the reference questionnaire.
146	Are we to fill anything out or submit with respect to the scoring matrix?	The Scoring Matrix is to be completed by the Solicitation Coordinator. The Respondent does not need to do anything with it.
147	For B11, What is the a page count, word count or specific character count limit for different sections of the response if any?	There are no page limits.
148	Will we be handling 100% of the call flow or will we be handling overflow and after regular hours?	100% of call flow during regular hours.
149	Can we use virtual agents?	Yes, however please see response to questions 36, 39, 40, & 44.
150	Are there any confidentiality non-negotiables in terms of state standards that must be met, but are not included in the RFP?	All required terms and included in the RFP and Pro Forma Contract.
151	What is a "text segment"?	The length of a text message.
152	How many characters are in a "text segment"?	Maximum of 160 characters.
153	How many text segments do you handle on average per month?	100,695 text segments / month max
154	Are there restrictions or preferences on where you want our agents to reside? Does the center need to be in the US? Does it need to be in Tennessee? Can it be nearshore or offshore? If you are open to different locations, there is no way to provide multiple location pricing.	See response to questions 36, 39, 40, & 44.  The payment methodology is defined in Section C of the Pro Forma Contract and the RFP Attachment 6.3.
155	There appears to be a need for Spanish speaking agents. Please confirm. If so, there is no place in your pricing sheet to provide hourly rates for these agents as they will be billed at a different hourly rate than the English Only speaking agents. Please clarify how to address this.	The vendor can hire Spanish speaking agents directly or use the TDH-contracted language line.
156	What other languages will you require to be supported via text, email, and/or phone? Is it true that all other languages required will be addressed using a real-time phone interpretation service? If so, what fees would we be responsible for? How many languages would be required and what types of volumes can we expect?	The TDH-contracted language line will be available for the vendor and can provide translation services for the agents and bill TDH for the use of the line.

157	What is the expected # of agents required for this contract? Is this limited by the max spend of \$20mil?	<p>The maximum liability will be determined by the selected vendors cost proposal. Staffing must meet call volume:</p> <p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p>
158	In Question B17, what is meant by “Completed Projects”? Our work with clients providing customer service is generally ongoing and not succinct, time-defined projects+	Completed Projects refers to work that has been completed by the Contractor for a customer.
159	With regard to pricing, for Mailings, you are looking for our charge to cover the cost of letters? (stamps?) Will Tennessee provide pre-printed envelopes and/or letterhead?	The vendor will be responsible for providing print materials, envelopes and stamps. The state will provide an electronic letter PDF, which can be printed.
160	It appears that you are requesting us to build a Website for you. Please confirm? If so, can you provide us with more details about the specifications associated with that effort? We need additional information to be able to price this out. Can we still bid on the rest of the business if we decline building the Web Portal?	The current vendor developed a HIPAA compliant web-portal for patient isolation letters. RFP Attachment 6.1, Statement of Certifications and Assurances, states the following: "The Respondent will provide all services as defined in the Scope of the RFP Attachment 6.6, Pro Forma Contract for the total Contract Term.
161	How long is the initial training of Agents? Where do we provide the cost of training? We would normally charge a discounted hourly rate.	We anticipate the initial training of agents to be one week (with additional education and training provided on an ongoing basis).



162	Are there any prescribed Key Performance Indicators/Service Levels you require?	Agents are assessed on a variety of factors. For case investigation and contact notification, agents are assessed on their call completion, collection of quality data and ability to provide appropriate recommendations and resources. For vaccine scheduling: ability to complete appropriate appointments, provide correct information. For test results: Provide accurate and timely information. All calls must be completed with excellent customer service.
163	What systems will you be providing for us to use? What systems are you looking for us to procure?	State will provide access to necessary data systems for patient calls. Vendor must supply all phone/text technology.
164	Will you be providing the toll free number for customers to use to call in to the center? Will you be providing the underlying phone infrastructure	No, the vendor will provide the phone infrastructure and the toll-free number.
165	In Section A.4 you state "Please provide a statement that the Respondent has at least six (6) months experience working with a public health agency (federal, state, or local)." We have extensive experience providing the similar experience for the Country of Canada. Will that suffice?	See response to question 98.
166	In Section B.17, you ask for 5 references and then in the same section indicate that 3 references will suffice. Please clarify how many references you require? You also mention that you want references of a similar size to this project but you don't provide exactly how big this project is. How many agents are required on this program so we can provide a reference of similar size? Also you request references from programs that are completed. Our projects are never completed. They are ongoing. With that understanding can you clarify exactly what references you would be looking for?	<p>Section B.17 states there need to be at least three references from different individuals that satisfy both of these requirements: 1. Two (2) accounts Respondent currently services that are similar in size to the State; 2. and three (3) completed projects.</p> <p>The number of agencies is determined by the vendor based on fulfilling the needs of the contract. The current vendor has retained between 150 - 1500 agents, depending on the needs of the pandemic.</p> <p>An ongoing initiative or project would suffice.</p>

167	<p>Please clarify the unit and intent of each “Evaluation Factor” column on p. 17 of RFP attachment 6.3 (cost proposal and scoring guide).</p> <p>a. For example, next to Customer Service/IT Customer Service Agents there is a value of 1,212,300. Is this the estimated number of billable hours (staffed hours) across this group for a calendar year? How does this relate to the volumes estimate provided earlier in the document (i.e., has Tennessee determined that it wants to staff ~100,000 hours per month of agent time to handle the forecasted quantity of activities for notification, tracing, booking, etc.?</p> <p>b. Please provide sufficient detail for each line item so we can understand how the Evaluation Factor was arrived at, and the time span associated.</p>	<p>The evaluation factor will be multiplied by the proposed cost for each line item. For the example given, the value of 1,212,300 is the number of total hours expected to be billed to the State for that line item for the entirety of the contract. Please refer to RFP Attachment 6.3 for clarification.</p>
168	<p>Within the Pro Forma Contract and the Cost Proposal and Scoring Guide, there is a line item for “Web Portal multi-factor authentication”. Please clarify this work scope.</p>	<p>Request for vendor to provide a secure, HIPAA compliant web-portal for accessing patient isolation letters. Portal includes patient identifiers, thus multi-factor authentication is necessary.</p>
169	<p>What is the time frame for payment once TN is satisfied that our invoice meets the prescribed requirements of the Pro Forma Contract (section C.5 and C.6)?</p>	<p>The State's standard payment term is net 30.</p>
170	<p>In the pricing sheet, what is your definition of Clinical and/or Training Support Associates? What is your definition of Management/Technology Associates?</p>	<p>Defined roles necessary to support agents will be determined in consultation with the State. Minimum requirements include clinical/training support staff, technical staff and customer service staff.</p>
171	<p>Are there any location requirements for call center agents (e.g., in-state, out-of-state, remote, etc.)?</p>	<p>No.</p>

172	<p>Please provide inbound and outbound call statistics by month for the last year. Please provide case counts for the same period.</p>	<p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes Case counts are available: <a href="https://www.tn.gov/health/cedep/ncov.html">https://www.tn.gov/health/cedep/ncov.html</a></p>
173	<p>What is the talk time for inbound calls?</p>	<p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p>

174	What is the talk time for outbound calls?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
175	Please confirm that the Contractor does not need to provide a Customer Relationship Management (CRM) system to supplement REDCap?	The contractor needs to provide a system for managing call infrastructure, information, and recordings.
176	If there are any systems the Contractor's staff are expected to use, please indicate if there are any license fees the Contractor will need to pay.	Agents will be expected to use REDCap, a secure web application. There are no license fees for the use of this system.
177	If there are any systems the Contractor's staff are expected to use, please indicate the connectivity requirements for each system.	REDCap requires only a stable internet connection.
178	Are all reports the Contractor will need to provide regarding contact tracing, case investigation, etc. available via REDCap and VRAS?	Yes, but supplemental reports may be needed. They will be requested on an as-needed basis with an expected turn-around-time.
179	How many attempts must the Contractor make to reach an individual who was potentially exposed to a case prior to closing the case?	The number of attempts may vary based on staffing capacity/transmission rates. Maximum number of attempts expected would be 4, though in times of high transmission, fewer attempts is acceptable.
180	Will the State provide scripts?	Yes.
181	On average, how many letters have been sent by month for the last year, broken out by postal mail and email? Please also provide case counts per month for the same period.	500 letters/day max by mail. Maximum of 1,000 emails/day.

182	Please provide the mailing specifications (e.g., number of pages, envelop size, etc.) for all letters sent by postal mail.	1-2 single-sided pages, standard letter size.
183	Are letters sent via first class mailings through the USPS?	Yes.
184	How many separate files will the contractor need to accept?	The contractor must be able to accept 2-3 separate Excel lab result files daily.
185	Please provide the data fields on each file.	The state will provide the details of the Excel file submissions to the selected vendor.
186	Are there specific HL7 standards the Contractor will use?	No.
187	How many labs will submit files?	Two labs submit Excel files of testing data.
188	Is there a secure data feed with all the labs that consolidates all the results that is already in place? If so, please provide the specifications.	Files are transmitted securely through electronic means. A specific data feed does not exist.
189	Please confirm the Contractor must provide the telephone system for inbound and outbound interactions.	Correct.
190	If the Contractor places an outbound call regarding a test result and does not make contact, may the Contractor leave a message?	Yes, the script for the message will be provided by the State.
191	Is the Contractor permitted to make robo calls to deliver negative results?	Not at this time.
192	Please provide the correct date effective date that the Contractor is to begin providing services including having the Portal built out.	The tentative contract start date is February 1, 2022.
193	Please confirm references are able to submit their reference questionnaire via email (as mentioned in B.17) and the instructions on the reference questionnaire are only for the option to submit via hard copy.	Confirmed.
194	Can the State clarify the following statement?  "References from individuals who are not current or former State employees"  1. Does this statement only apply to the State of TN or any other State as well?	This statement refers to State of Tennessee employees.

195	<p>The RFP states that “Contractor represents and warrants that the State is authorized to possess and use all equipment, materials, software, and deliverables provided under this Contract.” There are several components of any Contractor’s solution, such as an auto-dialer, software or other tools that are used solely by the Contractor. For these items of intellectual property, there would be incremental cost to the State if additional usage rights were required to be provided to the State. In addition, the RFP’s scope is really focused on the output generated by the use of such intellectual property by the Contractor rather than providing use rights to the State.</p> <p>Would the State please clarify that the scope of what the State is authorized to possess under Section A.11 excludes items that a bidder might identify in its Proposal as intellectual property that would be used solely by the Contractor in order to receive lower cost but equally responsive proposals?</p>	<p>The respondent should include all costs in its cost proposal.</p>
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196	<p>The pro forma contract provides the State with a right to terminate the Contract “immediately” if “the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor materially violates any terms of this Contract.” It is customary in the industry and often to the State’s advantage to provide Contractor notice of any “Breach” and up to thirty (30) days to cure the Breach or provide reasonable written assurances that similar Breaches will not occur in the future. Doing so provides the State with a cure for the Breach that has occurred without having to incur the delays and expense associated with an immediate termination.</p> <p>In order to derive the above benefits to the State, would the State amend this Section of the Pro Forma Contract to provide:</p> <ol style="list-style-type: none"> <li>1. The State will provide the Contractor with written notice of any Breach in reasonable detail so that the Contractor understands the nature of the Breach;</li> <li>2. The State will permit the Contractor to have up to thirty (30) days to either cure the Breach or provide reasonable written assurances that similar Breaches will not occur in the future prior to termination; and</li> <li>3. The State will only terminate for cause if the Breach is not cured or if such reasonable written assurances are not provided within such thirty (30) day period?</li> </ol>	<p>The State will make reasonable efforts to work with a Contractor prior to terminating the Contract for cause.</p>
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197	<p>The Contractor's limitation of liability does not exclude the recovery of consequential damages. Including an exclusion so that the Contractor is not liable for consequential damages would:</p> <ol style="list-style-type: none"> <li>1. Permit the State to receive lower priced bids than would otherwise be the case;</li> <li>2. An exclusion of consequential damages is enforceable under Tenn. Code Ann. §47-2-719(3); and</li> <li>3. Is consistent with the State's own language that excludes the State from being liable for consequential damages.</li> </ol> <p>In order to derive the above benefits, would the State amend the Contractor's limitation of liability so as to exclude liability for consequential damages?</p>	<p>Per Tenn. Code Ann. § 12-3-701, the State will not agree to any change to the limitation of liability language in the pro forma.</p>
198	<p>Can the State please expand upon to what processes they expect to see as part of skip tracing? Does the State expect the contractor to use subscription services or other third-party resources?</p>	<p>Skiptracing has been removed from the Pro Forma contract.</p>
200	<p>Will the phone system for performing the requirements in Section A.3 for inbound calls be provided by the State or by the Contractor? If provided by the State, what is the brand of phone system that will be used? If provided by the Contractor, is there a toll-free number(s) or direct inward dial (DID) number(s) that will need to be ported over to the Contractor's phone system?</p>	<p>The contractor will be responsible for providing the phone system and securing general numbers for inbound and outbound calls.</p>
201	<p>The State currently has a test results web portal <a href="https://tntesting.xtendhealthcare.net/">https://tntesting.xtendhealthcare.net/</a>. Will the contractor take over this portal or is the contractor expected to provide a new web portal?</p>	<p>The current web portal used for accessing test result letters is maintained by the current vendor. If a new vendor is selected, the State will reassess the need for the portal. If needed, the vendor will be responsible for building a new web portal.</p>
202	<p>Will the State allow for self-service within the IVR for the purposes of providing COVID-19 test results, contact tracing and monitoring, frequently asked questions, and for scheduling waiting list and vaccination appointments?</p>	<p>The current process does not include self-service. The State would consider use of this tool in consultation with the vendor.</p>
203	<p>What auto-dialer brand/vendor will the State provide?</p>	<p>The vendor is expected to provide the auto-dialer and phone infrastructure.</p>



204	<p>The RFP requires customer references for projects similar to the goods or services sought under the RFP and which represent:</p> <ul style="list-style-type: none"> <li>• “two (2) accounts Respondent currently services that are similar in size to the State; and</li> <li>• three (3) completed projects”</li> </ul> <p>The COVID-19 pandemic has required contractors to engage in a variety of call center enabled case investigation, contact tracing and vaccination scheduling services, each representing different projects, sometimes with the same account, under the same contract and even a contract that a potential respondent may be currently servicing.</p> <p>Would the State accept a proposal where some of the completed projects may be with the same customer, including one that the Respondent is currently servicing?</p>	No.
205	Does your current vendor have integration with VRAS system, and will the future contractor be required to be integrated?	The current vendor is not integrated with the VRAS system.
206	<ul style="list-style-type: none"> <li>• What system is used for case interviews and contact interviews?</li> <li>• What system is used for case monitoring?</li> <li>• What customer relationship management system is currently used?</li> <li>• Will the contractor be responsible for managing the RedCap system?</li> </ul>	REDCap is used for case interviews and contact notification. The state does not conduct ongoing contact monitoring, only notification. The current vendor supplies the customer relationship management system for auto-dialing and call recording. The state will maintain and update the REDCap system.
207	<ul style="list-style-type: none"> <li>• What information will be required to be sent through MMS.</li> <li>• Will this be an ad hoc request?</li> <li>• Will the State provide MMS use case examples to help bidders understand the requirement?</li> </ul>	Text messages contain links to resources or patient portals. Scripting for this messaging will be provided to the vendor.
208	Does the State already have a mail room/fulfillment facility for outbound postal mail, or will the contractor be responsible for providing this?	The contractor will be responsible for providing this.

209	Does the contactor need to provide multi-factor authentication setup for individuals before they can access test results?	Yes.
210	Would the State provide historical workload in terms of the annual monthly call volume and average handle time?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
211	What are the start-up staffing FTE requirements by role?	<p>Staffing must support call volume:  Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>

212	What are the start-up center staffing requirements for contact center agents for the entire project (i.e., tracing and vaccination)?	<p>Staffing must support call volume:</p> <p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p>
213	Does the State expect vendors to provide a response to Pro Forma Section A (line-by-line) within RFP Attachment 6.2 Section C? Or is it expected that vendors summarize their ability to perform the scope within Attachment 6.2 Section C.2?	The state expects vendors to provide a sufficient response to each item referenced in RFP Attachment 6.2, Section C
214	We assume first 6 line item are covered by signing the Certifications and Assurance in Exhibit : STATEMENT OF CERTIFICATIONS AND ASSURANCES - Attachment 6.1. If not then what do we write in Page # or References?	No, the statement of certifications and assurances is required for RFP Attachment 6.2, Section A 1. The first six requirements of the respondent's RFP response are other requirements that must be addressed in the Respondent's proposal to the RFP.
215	For lettering services, please specify the size and number of printed pages (single side / double side) per letter.	1-2 single-sided pages, standard letter size.
216	For lettering services, please specify the size / type of envelope required.	1-2 single-sided pages, standard letter size.
217	Vaccination support work should be invoiced separately from the contact monitoring work. Please clarify what scope if being referred to here?'	Invoices to the state from the Vendor should be itemized by task (case investigation, contact notification, test result provision, and vaccination scheduling/information).
218	What is required action on Attachment 1 and Attachment 2 in Proforma Contract Document?	Completion of Attachment 1 and 2 will be required for the successful Contractor to complete prior to their contract start date.

219	As per the RFP document (point 1.2 ), it is mentioned that the pro forma contract substantially represents the contract document that the successful Respondent must sign. Can you please confirm if we still need to agree/accept point 2 and 3 of the Attachment 6.1 before the negotiations?	Confirmed.
220	The respondent will be providing confidential information to the State. We seek clarity that same will be protected.	All responses to this RFP are subject to inspection per the Open Records Act.
221	Can we get the AHT and the arrival pattern?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
222	What is the split between English and Spanish volume?	We don't have exact metrics on the number/% of calls requiring use of the TDH language line. However, 97.6% of case investigations completed under the current contract reported English as their primary language. 1.4% of cases reported Spanish as their primary language. When cases are texted, 5% indicate Spanish is their preferred language. The TDH-contracted language line will be available for the vendor, and can provide translation services and bill TDH for the use of the line.
223	We understand the requirement of making outbound contacts via Email, Voice & Letters. Do we need to consider Inbound voice & Email campaign?	Yes, there will be inbound voice needs, but not inbound email needs.

224	We would like to know State's preferred form of connectivity for access to the tools and applications like VRAS, RedCap, Labs & Surveillance systems, if not direct internet, is it through VPN or MPLS? Please advise	Access is via direct internet. The vendor will have access to the systems through a user account provided by the State
225	Please advise if any of the applications require the MFA/2FA mechanism. If yes, please provide details on how this will be extended to the supplier.	State database access does not require multi-factor authentication. The vendor-developed web portals for customers do require additional authentication.
226	We assume State will extend its Email Domain to carry out Outbound Email campaigns on behalf of State	Incorrect. Vendor will supply email domain in consultation with the State.
227	We understand that State's requirement on Messaging services is limited to utilizing cellular network services (SMS) only and availing services through Instant Messaging services like WhatsApp stands out of RFP's scope.	Correct.
228	Please indicate whether the agents should have mailboxes (in the domain of the supplier) to support any sort of authentication or registration with State provided tools and applications	Correct.
229	We shall provision End-user machines (Laptops/Desktops & Additional Components) with following configuration: - i3 or above Gen 10, - 1.8 GHz base Speed, - 8 GB RAM, - 256 GB SSD, - Windows 10 Pro - Dual Display - USB Headsets Please confirm if the above configuration is acceptable?	Yes. Agents must have a stable internet connection.
230	We assume that State provided RedCap System shall require an integration with our Telephony system. Please advise if this assumption is correct. If yes, please also suggest the preferred way of integration via WebServices/API	Incorrect. Integration may be helpful, but is not required. Vendor must support some degree of data sharing between the telephone and REDCap systems.
231	RFP states the requirement of recording of contact mediums via Email & Voice. Please specify the duration for retaining the files. As a standard offering we	See response to question 25.

	provide 90 days of online access, post which purging policy is applied.	
232	What will be the training approach? Will there be a TTT or DOH trainer to train the pilot batch with Process and Product	TDH staff will employ a Train the Trainer approach w the vendor. Vendor Trainers will then train the Agent staff. Ongoing subject matter support will be provided by TDH.
233	Is the State of Tennessee looking for the Call Center Vendor to bring is a technology platform as part of the services contract or for the vendor only t provide the FTEs/Resources for emails / calls reach out activities?	Yes, the vendor must supply the technology.
234	Does the State of Tennessee needs people on the ground in Tennessee going door to door in rural areas or only work remotely / work from home through calls and emails?	No door-to-door work required; all conducted remotely/by phone/email.
235	Is there a number of FTEs that the State of Tennessee estimates for this effort?	<p>No, staffing must meet call volume needs:</p> <p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>

236	Does the State already have a Web Portal in place that may be used so that a vendor could submit a proposal for the call center services only utilizing the current State Web Portal?	The current web portals used for accessing test result and isolation/quarantine letters are maintained by the current vendor. If a new vendor is selected, the State will reassess the need for the portal. If needed, the vendor will be responsible for building a new web-portal.
237	Can the State share the volumes for all the services needed in the base term (call center, text messages, letter mailings etc.)?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p> <p>500 mailing/day max  500 emails/day max</p>
238	Can the State please provide the following information: 1. What is the current staff count? 2. What is the target starting staff count February 1, 2022?	<p>Current staff count is 150.  Target staff count at the beginning of the contract must meet anticipated call volume.</p>
239	<p>The RFP states, “Provide letters of authenticity and for isolation and quarantine release by secure email, postal mail or other electronic means. Generate letter content as instructed by the State”</p> <p>1. Please describe the mailings including page count and content (e.g., black and white or color, layout, etc.).  2. Please provide the monthly volume of mailings.</p>	<p>1. 1-2 single-sided pages, standard letter size in either B/W or color.  2. 500 mailed letters/day  3. The state will provide templates to the awardee. They are generic letter format on state letterhead.</p>

	3. Please provide actual examples of mailings.	
240	<p>1. Should postage be included in the per mailing unit pricing?</p> <p>2. Please confirm postage is first-class.</p> <p>3. Would the State allow postage to be included as pass-through costs?</p>	<p>1. Yes, include postage</p> <p>2 . Yes</p> <p>3. Yes</p>
241	How is the value of the maximum liability in C1 of Pro Forma Contract determined?	The maximum liability will be determined by the selected vendor's response to RFP Attachment 6.3. The estimated maximum liability is \$20 million.
242	<p>Please provide the following weekly and monthly volumes for the past three months for the following:</p> <ul style="list-style-type: none"> <li>· Case Investigation by communication channel—inbound calls, outbound calls, emails, and text messages.</li> <li>· Contact Tracing by communication channel—inbound calls, outbound calls, emails, and text messages.</li> <li>· Vaccine Scheduling by communication channel—inbound calls, outbound calls, emails, and text messages.</li> </ul>	<p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p> <p>500 mailing/day max</p> <p>500 emails/day max</p>



243	<p>Please provide weekly and monthly average handle times for inbound and outbound calls for Case Investigations for the last three months.</p>	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p> <p>500 mailing/day max  500 emails/day max</p>
244	<p>Please provide weekly and monthly average handle times for inbound and outbound calls for Contact Tracing for the last three months.</p>	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p> <p>500 mailing/day max  500 emails/day max</p>

245	<p>Please provide weekly and monthly average handle times for inbound and outbound calls for Vaccine Scheduling for the last three months.</p>	<p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p> <p>500 mailing/day max 500 emails/day max</p>
246	<p>Is the State expecting the vendor to send bulk SMS/MMS or single SMS/MMS for a contact? Please confirm.</p>	<p>Single SMS for contact tracing. Bulk SMS for test results.</p>
247	<p>Can the State please estimate how many users may visit and authenticate with the web portal on a monthly basis?</p>	<p>The web portal must be configured to allow for a minimum of 1,000 simultaneous users.</p>
248	<p>Should the vendor anticipate 5-10 FAQs on the web portal at any given time?</p>	<p>Yes.</p>
249	<ol style="list-style-type: none"> <li>1. Can the State please identify the labs that are participating and that will provide lab results to the Contractor's web portal?</li> <li>2. Can the State please provide more information on how lab results will be received into the Contractor's web portal?</li> <li>3. Is there any existing agreement or integration with labs to share the results along with patient information so that the web portal can authenticate/authorize the viewing of test results?</li> <li>4. What is the type of integration used, and at what frequency, for the web portal</li> </ol>	<ol style="list-style-type: none"> <li>1. The state is working with 2 commercial laboratories for testing.</li> <li>2. Laboratories transmit an Excel file with lab results to the contractor for upload into the database.</li> <li>3. There is not integration between the labs and the vendor's web portal. If a new vendor is selected the need for a lab result portal will be reassessed, as laboratory vendors are required to provide patient results via portal.</li> <li>4. Excel files are transmitted daily.</li> <li>5. Fileshare is established between the participating laboratory and the vendor.</li> </ol>

	lab results? 5. Is there one API, or is there a unique API for each participating lab?	
250	The RFP states the Contractor is to provide negative test results no later than 24 hours. Can the State provide clarification on delivering positive and indeterminate test results?	Positive and indeterminate results are expected within 24 hours.
251	We assume this requirement is related to users registering and retrieving lab results. 1. Can the State provide the specific multi-factor authentication requirements? 2. For each person logging in, is each log in considered as one authentication? For example, if the same user authenticates four times in a day, is this considered as four authentications?	1. Patient name, DOB, Zip code 2. Every log in requires an patient authentication.
252	1. Are additional integrations required other than with participating labs? 2. If so, what is the type of integration and frequency? 3. If so, what is the API(s)?	No.
253	Is DHS assuming the transition period to begin 02/01/2022? How long is the estimated transition period?	Yes, the State will support transition period. See the response to question 121.
254	When would the selected contractor take over operations (go-live date)?	Tentatively, the contract is anticipated to begin on 2/1/2022.
255	When does the current vendors contract period end?	Currently the end date is 1/31/2021.
256	Can DHS verify they are expecting the vendor to provide the following software to support the program: (a) IVR/ACD; (b) Call and Screen Recording; (c) Workforce Management software	Confirmed.

257	Can DHS provide a description of how the selected contractor will connect to DHS' systems.	The state will provide user accounts for all needed data systems.
258	Can DHS provide historical call and case volumes including average handle times for all contact channels?	<p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
259	How many CSRs does the current program have?	<p>The vendor currently has 150 staff. Staffing is up to the vendor to meet call volume:</p> <p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
260	What technology is currently deployed on the program (a) IVR/AC?D; (b) Call and Screen Recording; (c) Workforce Management software	a) no; 2) Call recording is in place, not screen recording; 3) yes

261	Please provide the typical training period for the agents handling the work?	One week of training for the Vendor Trainers. One week of training (provided by Vendor Trainers) to Vendor Agents. Ongoing education and support will be provided by TDH staff.
262	Where should vendors provide implementation cost for non-IT related transition activities (i.e. agent training)?	See the response to question 121.
263	Will the State please consider a 30 day extension to the response deadline given the 18 business days between the date issued and response deadline as well as the State Response to Written Questions & Comments being provided 5 business days prior to the response deadline? If an extension will be issued, will the State please consider posting the extension prior to 11/8/2021?	At this time, the State will not be extending the response deadline.
264	May Bidders use a smaller, still readable font for each of the following: a) headers and footers b) requirement text c) figures/graphics d) tables	As long as it is readable.
265	Are there any restrictions on the file size that can be emailed?	25 MB per message includes message header, body, and attachments.
266	Will the State agree to pay all properly submitted invoices within net 30 days to the Contractor?	The Prompt Pay Act at Tenn. Code Ann. § 12-4-701 provides that the State must pay for goods and services within 45 days.
267	Will the State provide specific terms & conditions that may result in invoice reductions?	Only in cases of prior overpayment, disallowed charges on an invoice according to the contract scope of service, or improper supporting documentation for travel payment.
268	Will the State agree to compensate the Contractor for any unamortized costs and reasonable wind-down costs in the event that the state opts to terminate the contract for any reason other than Contractor default?	No. The Prompt Pay Act requires the State to pay for conforming and completed goods and/or services.
269	Will the State consider a reasonable cure period to allow Contractor to remedy any default prior to terminating the Contract for cause?	The State will make reasonable efforts to work with a Contractor prior to terminating the Contract for cause.

270	Will the State consider limiting Contractor's liability for direct damages to an amount equal to three times the annual payments paid by the State to the Contractor?	No.
271	Will the State consider including a mutual exclusion of consequential, indirect, incidental, special and punitive damages clause in the Contract?	No.
272	Will the State consider modifying this clause to narrow the indemnification responsibility of the Contractor to claims directly caused by the negligent acts or breach of contract by Contractor?	No.
273	Will the State consider adding a carve-out to include events that directly impact Contractor's ability to perform under the Contract to the language that would otherwise exclude force majeure events affecting Contractor's representatives, suppliers, subcontractors, customers or business apart from this Contract being considered a Force Majeure Event under the Contract?	No.
274	Are there any user guides, knowledge articles, how to guides, call scripts etc. that will need to be surfaced to the customer service agents?	Yes. TDH Staff can provide education, guides, scripts, and all subject matter content to Trainers and Agents.
275	What type of authenticated log in volume is expected for the web portal (for 1 year term)? Can we assume roughly 158,849/year based on the RFP document?	The web portal must be configured to allow for a minimum of 1,000 simultaneous users.
276	Please provide examples of key metrics or reporting that is expected to be reported out of the system including web portal, inbound/outbound calls, text and mail.	Agents are assessed on a variety of factors. For case investigation and contact notification, agents are assessed on their call completion, collection of quality data and ability to provide appropriate recommendations and resources. For vaccine scheduling: ability to complete appropriate appointments, provide correct information. For test results: Provide accurate and timely information. All calls must be completed with excellent customer service.
277	Is the State open to configuring chatbots to help deflect phone/email cases to help with cost savings?	Yes, the state would consider use of this tool provided it meets security requirements.

278	Is a Vanity Short Code required for sending out MMS or will a short code suffice? The Vanity Short Code allows the State to define the numbers in the short code to spell out a specific phrase.	Vanity short code is not required, but messages with any links must include with .gov addresses.
279	Are there any social channel messaging needs (i.e. intake questions or requests from Facebook or Twitter)?	No.
280	Is a two-way communication via Text Message required or is a one way push notification sufficient?	One way push is sufficient.
281	Please elaborate on the Text Message and MMS requirements. It seems like there will be significantly more MMS volume anticipated than text messages. We would like to better understand the use cases for both.	The state primarily utilizes SMS messages. MMS messaging is not required.
282	Please confirm the hours of operation are required for support of each of the functions below: <ul style="list-style-type: none"> <li>• Inbound calls</li> <li>• Outbound Calls</li> <li>• Text</li> <li>• Mail</li> </ul>	For case investigation/contact notification, the call center is staffed 9:00 a.m. - 6:30 p.m. central time, 7 days a week. For test result and vaccine scheduling, the call center is staffed 9:00 a.m. - 6:30p.m. central time, 7 days a week, including holidays.
283	What is the average handle time for: <ul style="list-style-type: none"> <li>• Inbound calls</li> <li>• Outbound calls</li> <li>• Text</li> </ul>	<p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p> <p>No handle time for texts, as they are one-way push messages</p>

284	<p>Please provide KPIs / Service Agreements by service type (i.e. Abandon rate, Average Speed of Answer (ASA), Service Level, Quality, etc.)?</p> <ul style="list-style-type: none"> <li>• Inbound Calls</li> <li>• Outbound Calls</li> <li>• Text</li> <li>• Mail</li> </ul>	<p>Agents are assessed on a variety of factors. For case investigation and contact notification, agents are assessed on their call completion, collection of quality data and ability to provide appropriate recommendations and resources. For vaccine scheduling: ability to complete appropriate appointments, provide correct information. For test results: Provide accurate and timely information. All calls must be completed with excellent customer service.</p>
285	<p>Please outline number of days required for training and if training will be conducted by client, or train the trainer.</p>	<p>TDH will employ a Train the Trainer model. TDH staff will train Vendor Trainers for one week. Vendor Trainers will train Vendor Agents for one week. Vendor Trainers and TDH staff will collaborate to provide ongoing support and education as needed.</p>
286	<p>How many days of recurring / refresh training are required per month?</p>	<p>Anticipate at least 1 hour per week of additional training/refresh training. Potentially more in times when response needs are changing drastically (significant changes to CDC guidance, new groups eligible for vaccination, etc.).</p>
287	<p>Is an IVR required? If yes: What is the average number of IVR calls per month? What is the average length of IVR call in minutes?</p>	<p>No, IVR is not required, but would be considered.</p>
288	<p>Do Inbound and Outbound calls need to be recorded? If yes, does the State require both audio and video to be captured? How long is the audio for calls required to be stored for?</p>	<p>See response to question 25.</p>
289	<p>Please provide monthly metrics for all in - scope activities for the past 12 months. Reporting should include calls offered, calls abandoned, text messages supported, number of mail documents sent and Average Handle Time (AHT).</p>	<p>This information is not readily available.</p>
290	<p>Are there any specific agent education requirements/certifications needed for Associates?</p>	<p>No. Public health and customer service background is preferred but not required.</p>
291	<p>How will agents access the VRAS system (Vaccine Registration and Administration Solutions)? Typical access methods include web-based, VPN, Citrix or point-point dedicated access.</p>	<p>Web-based.</p>



292	Are dual monitors required?	No.
293	Please confirm if our proposal should include call center telephony system, inbound and outbound voice circuits and workforce management solution.	Yes, confirmed.
294	Please define the compliance/certifications required? (i.e. COPC, ISO, PCI, HIPPA, etc.)	The contractor must meet all requirements and compliance contained within the RFP and Pro Forma.
295	Can the State please confirm that the units included in the Evaluation Factor in the Cost Proposal Schedule are for the full 36 month term (initial 12 months plus two (2), twelve month renewal options)?	The Evaluation Factors in the cost proposal schedule are for the initial 12 month term.
296	Please provide the current number of staff supporting the COVID Call Center for each of the roles listed in the Cost Proposal Schedule.	The current vendor has 150 staff who are cross trained on multiple activity types.
297	Please clarify the operations period of the contract. Is the 1 year base term inclusive of both implementation as well as operations?	At a minimum there would be three weeks for a transition. o Week 1. Ensuring data access for a new vendor, vendor recruits/hires agents o Week 2. Train the trainer (conducted by TDH staff) o Week 3. Train the agents (conducted by the vendor) o TDH does not expect the current vendor to participate in transition services. o TDH will pay the hourly rate of the positions active for the 3 week transition/training period.
298	Please clarify when the one time technology implementation and integration fee will be paid. Please confirm that bidders may propose milestone payments during the implementation phase reflective of the level of effort for this implementation fee.	The Contractor will submit an invoice for the technology implementation and integration fee when the services are completed and in accordance with all terms in section C of the pro forma contract.
299	Since payment will be based on "worked hour", please indicate if there is a standard paid time off amount of hours per year that bidders should assume (or a productivity assumption per FTE on an annual basis that all bidders should assume).	The Contractor is expected to operate during the days and times stated in the pro forma contract.

300	Is pricing subject to mutual renegotiations if volumes vary substantially (either much higher or much lower) from the evaluation volumes on the bid sheets over the term of the contract?	According to Section C.2. of the Payment Terms and Conditions, "The payment methodology in Section C.3. of this Contract shall constitute the entire compensation due the Contractor for all goods or services provided under this contract regardless of the difficulty, materials, or equipment required. The payment methodology includes all applicable taxes, fees, overhead, and all other direct and indirect costs incurred or to be incurred by the Contractor."
301	Please clarify if this estimated liability for the contract is over the base term only (12 months) or includes option years.	The estimated liability is for the base term.
302	If a vendor elects to submit reference questionnaires electronically, would the State be willing to notify the vendor once a reference has been submitted to the State?	The individual submitting a reference will receive a notification of receipt from the solicitation coordinator.
303	In Section B.17 of the Evaluation Guide, there is language that asks for references from individuals that are not current or former State employees. Would the State be willing to provide an exception and allow State of Tennessee references since we are providing very similar scope of services to State of Tennessee clients today.	No.
304	Is the pricing requested in the cost proposal schedule section intended to be for 12 months or 36 months?	The evaluation factor in the cost proposal are estimates for 12 months.
305	Do you use two factor authentication and what options exist for receiving the two-factor code (e.g. mobile phone SMS)?  Is there a requirement for any software to be installed on the user's local desktop?	Access to state systems is via a state-provided user account. Access is available through the web and does not require two-factor authentication. No software require for the user's local desktop.
306	Does the State have a soft telephone that Contractors can leverage?	No.
307	Please elaborate if the State expects the Contractor to leverage any existing tools/technology (i.e. Workforce management systems for scheduling/capacity planning, knowledge base, quality monitoring tools, etc.	Yes, the vendor is expected to provide these tools and services.

308	Does the State require any additional background checks or is the Contractor standard enough?	No.
309	What is the training duration for each process? -Vaccine scheduling & Information -Case Investigation -Contact tracing -COVID Testing	One week of training for the Vendor Trainers. One week of training (provided by Vendor Trainers) to Vendor Agents. Ongoing education and support will be provided by TDH staff.
310	What are the current or expected volumes for each channel and scope? -Inbound/outbound Calls for Case investigation -Inbound/outbound Calls for Contact-tracing/monitoring -Inbound/Outbound Calls for Vaccination scheduling and information -Inbound/Outbound calls to provide testing results	Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes  Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes  Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes
311	What is the contact tracing process for the State of TN? What is the Average Handle Time for calls? How many calls are expected per contact?	The State employs a multi-pronged contact tracing approach. The vendor would be supporting centralized case investigation and contact notification efforts. The number of calls per investigation depends on disease transmission burden. The maximum number of attempts is 4.
312	Can we assume contact tracing outreach and contact tracing check ups/monitoring can be done via text/email?	Case investigation and contact notification is conducted via phone. Ongoing monitoring is not conducted by the state.
313	Does the state perform the Contact tracing and Case Investigation activities? Does this RFP seek to supplement the State's current operations or is it to fully outsourced?	The State employs a multi-pronged contact tracing approach. Contact tracing is managed at the local and state level. It is not fully outsourced.

314	<p>The RFP states that the staffing plan should be based on the minimum number of resources to provide Case investigation and Contact monitoring services ? What is the minimum volume the State is assuming?</p>	<p>The existing vendor currently has 150 staff. However, staff volume must be sufficient to support call volume:</p> <p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p>
315	<p>Please confirm that the State will be providing Tech support (access, technical issues, etc.) for the State-owned tools and systems?</p>	<p>Yes.</p>
316	<p>Is it a requisite to send paper-based mail to the contacts or cases? Or can they be done via electronic means?</p>	<p>Paper and electronic means are acceptable. The current process allows cases and contacts to select their preferred method.</p>
317	<p>The work hours in the RFP for training and management are very small compared to the Call center agent hours provided. Should we assume that all Team Lead, SMEs, QC, Workforce management, Scheduling, Intra Day operations, Trainers, Reporting resources are within the Call center agent hours. If not, how do we account for the effort of all the support resources?</p>	<p>Include the training and management in the call center agent hours as needed.</p>
318	<p>The RFP states that Contractor shall record all calls made by the resources and provide recordings to the state via secure audio files. Please elaborate on the retention requirements of call recording.</p>	<p>See response to question 25.</p>

319	The RFP refers to work hours of Management/Technology Associates. Please elaborate who would be categorized as Management/Technology associates.	The vendor must provide staff to support the call center agents (examples: Team Lead, SMEs, QC, Workforce management, Scheduling, Intra Day operations, Trainers, Reporting).
320	The RFP refers to IT Customer Service agents. Please elaborate on this role? Is this different from the Case Investigation and Contact tracing Agent?	This refers to call center agents.
321	What information will residents of the state have available through MMS, SMS, and the Web Portal ?	Links to resources and web portals for test results and/or isolation/quarantine recommendations.
322	The RFP states the following: "Each individual presenting to the rural local health department for COVID testing will be contacted regarding their test result." and "Contact (text or call) individuals who tested negative for COVID-19 and provide them with their negative test results no later than twenty-four (24) hours after results are available." Should we assume that the vendor will need to provide: 1. Positive and Negative test results for all residents presenting to the rural local health department? 2. For non-rural locations, only negative test results will be provided to the residents?	1. Yes. 2. No, results will not be provided to non-rural residents.
323	Does the State have a process to securely connect a patient to their lab test results that can be implemented in the custom web portal?	Yes, the current solution was developed by the existing vendor. If a new vendor is selected, the need for this portal will be reassessed.
324	Will the custom web portal integrate with REDCap to retrieve lab test results and other patient information?	No.
325	What methods of integration are available for sending & retrieving information to & from REDCap?	Agents will have access to REDCap via a state-assigned user account. The state can grant API access to the vendor.
326	Please provide a Job Description for each type of Agent resource that lists the required skills and experience.	Please see response to question 56.
327	Please advise what level of clinical staff are expected to staff the center (e.g. Registered Nurse, Physician Assistant, etc.).	Clinical staff are not required. Clinical questions can be deferred to state subject matter experts.

328	<p>Please confirm if Agent resources or Trainers assigned to this contract require prior work experience in Public Health, Health Communications, Epidemiology, Disease Surveillance, or any other related field.</p>	No, see job description.
329	<p>The Cloud Service Provider (CSP) is a service provider and your organization would be one of hundreds of thousands of customers using the service. CSP can contractually commit to incident response reporting timeframes in a customer contract. One component driving the timeframes are the CSP's ability to communicate to a wide customer base in the event of an incident. In a multi-tenant cloud environment, the CSP could be reporting to thousands of customers if there is a security incident impacting multiple customers. CSPs utilize one incident response process for all customers. Utilizing one approach allows for scalability and ease of operations.</p> <p>Additionally, due to the nature of the CSP's service, the CSP can only report confirmed breaches, not attempted, suspected, threatened, or foreseeable breaches. As a multitenant environment, an attempted breach against another tenant would not be reported to your organization.</p> <p>In the event of a security breach and if negotiated in the agreement, the CSP can notify your organization identified points of contact. The CSP cannot notify affected parties because the CSP does not view customer data. The CSP is responsible for maintaining access in terms of performance and availability to the data. The data is owned by the customer.</p> <p>As such, we would like to request the requirements for breach notifications should align with the existing CSP reporting requirements that also align with FedRAMP and request that your organization change this requirement.</p>	No. This requirement will not be changed.

330	<p>Can TN DoH provide estimate number of Email Messages and SMS they plan to send during an annual period? Can TN DoH also provide the estimated number of email addresses and phone numbers that they plan to send to during an annual period?</p>	<p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p> <p>500 mailing/day max 500 emails/day max</p>
331	<p>Can TN DoH define what is meant by "Segments?" Does "\$ per Text Segments" mean a group of messages or a single message to a single contact? Traditionally, costs are estimated a per SMS or per MMS being sent to one contact.</p>	<p>Segment is an SMS message of less than 160 characters. Cost estimation per single contact is acceptable.</p>
332	<p>Attachment 6.2 page 25 – C.6 – does the States REDCap system track these requirements (or will the new web portal to be implemented?) call volumes, wait times, turnaround times, number of appointments scheduled, etc. Can all these metrics be provided to vendors?</p>	<p>The REDCap system does not track these requirements. The vendor will need a system in place to capture this information.</p>

333	Attachment 6.3 page 27 – are these estimated man hours required for each labor category? If so over what time frame is this over?	<p>Hours must support call volume:</p> <p>Tracing Calls  Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes  Inbound Investigation Calls – 100/day max, duration 15-30 minutes  Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing  Outbound texts – 500/day  Outbound calls – 350/day max, duration 5 minutes  Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling  Inbound calls – 500 maximum, duration 15 minutes</p>
334	Will the contractor be using the States REDCap system to collect all data?	Yes.
335	If so is this system accessible from a web based portal, what are the minimum requirements to access this?	Yes, it is accessible via a web-based portal. A stable internet connection and state approved user account is required.
336	Can vendors utilize a “bring your own device” approach to save costs?	Any devices may be used, provided that they allow for secure storage and transfer of sensitive data.
337	Does the State of Tennessee provide a calling and texting platform or will the contractor have to provide that?	The contractor must provide.
338	Will the state provide email addresses to the contractor?	Email addresses for contacts at the state will be provided to the vendor. Emails of customers are not provided.



339	<p>a. Scope – State is asking for a plan with minimum number of resources, do the hours in the cost proposal reflect the required # of resources or do we have to determine? If it is on us does the state provide call volume, inbound, outbound, text, letters?</p> <p>i. A.3 letter J – Does the States REDCap system provide this ability or would it be a requirement of the contractor provided web portal?</p> <p>1. “Perform text messaging, email, skiptracing, and translation services as part of Case investigation and active monitoring upon request by the State and at the mutual agreement of the Contractor. The Contractor shall record and catalog all individual calls made by Resources and provide recordings to the State upon request and shall provide audio files via secure email”</p> <p>ii. A.3 letter T – is this something that will be provided by the new web portal to be implemented?</p> <p>1. “The Contractor shall have the technology, including webinar, telephone conference, etc. and capacity to quickly and effectively provide timely information to Resources and the State on a daily basis in a manner agreed upon by the Contractor and State.”</p>	<p>a. Hours must cover the call volume:</p> <p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p> <p>i/ii. The need for a letter portal will be reassessed if a new vendor is selected.</p>
340	<p>The 3 references: Will the State of Tennessee accept references where vendor is delivering IT Helpdesk services from the US? i.e. unrelated to COVID support.</p>	<p>No, references for different services are not useful for purposes of determining whether the respondent has satisfactorily completed similar projects in other jurisdictions.</p>

341	What is the approx. size of the initial requirement in FTE terms? What is the team size the state of Tennessee has currently?	<p>The staffing must support call volume:</p> <p>Tracing Calls</p> <p>Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes</p> <p>Inbound Investigation Calls – 100/day max, duration 15-30 minutes</p> <p>Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing</p> <p>Outbound texts – 500/day</p> <p>Outbound calls – 350/day max, duration 5 minutes</p> <p>Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling</p> <p>Inbound calls – 500 maximum, duration 15 minutes</p>
342	How is this process of contact tracing and support for Covid related enquiries currently being carried out ?	The State employs a multi-pronged contact tracing approach. Contact tracing is managed at the local and state level. This RFP supports the centralized state mechanism.
343	Assumption : The State has the shareable data that will be required for the applications to function. Please confirm.	Yes. The state will provide the case, contact, test and vaccine test site information needed to perform the job function.
344	Is there a need for any users of The State (or designated users of The State) to be assigned roles need to be created within the application ?	State users may need access to vendor applications. The current systems for case, contact and testing information is REDCap. Vaccine scheduling is managed by a Microsoft product.
345	Assumption : The maximum liability clause is applicable to the first 12 months of the contract, as outlined. Please confirm.	The max liability at the initial time of the award is directly related to the initial term at the time of the award.

346	<p>Please share list of all applications / tools which will be used by the agent to deliver end to end service to the customer? Please share with their product/version no.:</p> <ul style="list-style-type: none"> <li>a. Telephony Technology Platform/Provider(s)</li> <li>b. IVR Platform</li> <li>c. Email Platform</li> <li>d. Chat Platform</li> <li>e. CRM</li> <li>f. VDI</li> <li>g. WFM</li> <li>h. Quality Monitoring &amp; Reporting</li> <li>i. Training Tool</li> <li>j. Knowledge Management</li> <li>k. Journey Mapping Tool</li> <li>l. Reporting &amp; Analytical Tools</li> <li>m. Support and Collaboration Tools etc.</li> </ul>	<p>Agents will use phone and email to communicate with customers.</p>
347	<p>Appreciate the current volumetrics may not be structured. However, can The State share the existing information related to the number of enquiries and the duration of calls ?</p>	<p>Tracing Calls Outbound Investigation Calls - 1,000/day max, duration 15-30 minutes Inbound Investigation Calls – 100/day max, duration 15-30 minutes Inbound Notification Calls – 100/day max, duration 5 minutes</p> <p>Testing Outbound texts – 500/day Outbound calls – 350/day max, duration 5 minutes Inbound calls – 120 max, duration 5 minutes</p> <p>Vaccine scheduling Inbound calls – 500 maximum, duration 15 minutes</p>
348	<p>Please share 15 mins call arrival pattern for each type of interactions, for last 12 months.</p>	<p>This information is not readily available.</p>
349	<p>Would the contractor be provided with tools/applications for automation/self-serve, if needed? Does all tools/applications have REST APIs for integration?</p>	<p>The contractor will be able to utilize APIs via their REDCap access as needed for automation/self-serve.</p>

350	Please share the historical target vs performance data (6 months) for KPIs (ex. SLA, abandoned rate, quality score, CSAT score etc.) for contact center operations.	This information is not available for all operations. For case investigation, the target is 100% of investigation calls attempted within 24 hours. The most recent 6 month metrics were:(98%, 95%, 46%, 35%, 89%, 81%)
351	Please share the volume split for English and Spanish for different interaction channels as per RFP.	We don't have exact metrics on the number/% of calls requiring use of the TDH language line. However, 97.6% of case investigations completed under the current contract reported English as their primary language. 1.4% of cases reported Spanish as their primary language. However, since those metrics are based on completed investigations only, it is likely that we are underserving non-English speakers. When cases are texted, 5% indicate Spanish is their preferred language. The TDH-contracted language line will be available for the vendor, and can provide translation services for the agents and bill TDH for the use of the line.
352	Please share if there is any specific language requirement other than English and Spanish. If yes, please share the volume split as per languages required.	We don't have exact metrics on the number/% of calls requiring use of the TDH language line. However, 97.6% of case investigations completed under the current contract reported English as their primary language. 1.4% of cases reported Spanish as their primary language. However, since those metrics are based on completed investigations only, it is likely that we are underserving non-English speakers. When cases are texted, 5% indicate Spanish is their preferred language. The TDH-contracted language line will be available for the vendor, and can provide translation services for the agents and bill TDH for the use of the line.
353	Is the base training/communication/reporting/support language - English, please confirm?	Yes, confirmed.
354	What automated outbound dialer is used currently? Will the supplier have access to this dialer?	This tool is supplied by the current vendor. The winning vendor will need to supply a dialer system.
355	How is the connectivity (IT Setup/infrastructure) going to be established between the State and contractor to access all applications and	This depends on the capability of the vendor. Current access is granted through user accounts of a HIPAA compliant web application (REDCap).

	tools required to service end to end? For ex. VPN, MPLS etc.	
356	Please elaborate the current Agent Onboarding (contact center) timelines - please split between Pre Process, Process, Technical training and Nesting/Coaching timelines?	TDH will employ a Train the Trainer model. TDH staff will train Vendor Trainers for one week. Vendor Trainers will train Vendor Agents for one week. Vendor Trainers and TDH staff will collaborate to provide ongoing support and education as needed.
357	Are there any specific country/geo-based limitations for the contact center, please list the same?	Please see response to questions 36, 39, 40, & 44.
358	Assumption: Billing will start post OJT.	Assuming by OJT you mean On-the Job Training and if so, no that assumption cannot be made.
359	Will the scope of work be transitioned from incumbent or the current operations are captive?	See response to question 121.

3. **Delete RFP # 34349-60522 Attachment 6.6 Pro Forma Contract, in its entirety, and replace it with RFP # 34349-60522 Attachment 6.6 Pro Forma Contract, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **Delete RFP # 34349-60522, in its entirety, and replace it with RFP # 34349-60522 Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
5. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.